



LIBRARY SERVICES

LIBRARY SERVICES, the largest service unit in the Library of Congress, successfully pursued ten program performance goals during fiscal 2000: (1) The service unit led the Library in the first full year of operations for its first integrated library system (ILS). (2) Through the use of new and emerging digital technology and with the support of collaborative and private-sector partnerships, Library Services also helped prepare for the digital future, advancing the Library's mission to acquire, describe, preserve, and serve a universal collection. (3) Library Services made progress in reducing the Library's arrearages in accordance with the revised arrearage goals approved by Congress and (4) worked to secure its heritage assets. (5) Library Services continued work to complete preservation and storage facilities at Culpeper, Virginia, and Fort Meade, Maryland, and began preparing collections to be moved to those sites. (6) The service unit piloted the use of re-engineering work processes, then (7) worked to improve basic human resources services to management and staff while preparing to reinvent human resources for the twenty-first century. (8) It conducted final preparations to ensure that the service unit's computer systems would be viable in the year 2000. (9) Library Services celebrated the Library's Bicentennial year with a wide range of scholarly and popular programs, acquisitions, and publishing projects. (10) In addition, Library Services continued its substantial daily operations despite declining staffing levels and budgetary constraints.

BICENTENNIAL CELEBRATION

Library Services celebrated the Library of Congress Bicentennial with events, publications, and acquisitions throughout the year. Work began for three scholarly conferences to take place early in fiscal year 2001 in commemoration of the Bicentennial. Toward that end, the associate librarian for Library Services and the director of the Center for the Book invited the national librarians of more than seventy countries for a symposium titled “National Libraries of the World: Interpreting the Past, Shaping the Future,” which was scheduled for October 23–26, 2000. Library Services worked with the Bicentennial Program Office and a Library-wide committee to plan the symposium titled “To Preserve and Protect: The Strategic Stewardship of Cultural Resources,” which was to be held on October 30–31, 2000. The Library Services Cataloging Directorate led the effort to plan the final Bicentennial symposium titled “Bibliographic Control for the New Millennium,” which was scheduled for November 15–17, 2000.

Library Services established the Living Legends program that was a highlight of the National Birthday Party on the east lawn of the Capitol on April 24, 2000 (see also appendix A: Bicentennial). The program recognized eighty-four American citizens whose creative contributions to American life and culture have made them “living legends.” Library Services curators and subject specialists selected the artists, writers, activists, filmmakers, physicians, entertainers, sports figures, and public servants in that illustrious group. Thirty-four of eighty-four Living Legends attended the National Birthday Party, escorted by Library Services staff members. The Conservation Division prepared bound covers for the certificate that the Librarian of Congress presented to each participant along with a medallion. Historian Jaroslav Pelikan spoke on behalf of the recipients at the luncheon held in their honor in the Members Room of the Thomas Jefferson Building.

Building on the Library’s Gifts to the Nation program, the International Gifts to the Nation project obtained more than 1,200 items for the Library’s collections from eighty-three nations (see also appendix A: Bicentennial). Funds were received to endow three chairs: the Henry A. Kissinger Chair in Foreign Policy and International Relations; the Papamarkou Chair in Education, with an initial focus on the interaction between the new electronic and traditional artifactual knowledge; and the Cary and Ann Maguire Chair in American History and Ethics, with special attention to the ethical dimensions of domestic economic, political, and social policies.

The Federal Library and Information Center Committee implemented pro-

grams for the federal library and information center community to participate in the Library's celebration and to increase recognition of federal library programs. The full range of Bicentennial publications and events is discussed in the directorate reports that follow.

INTEGRATED LIBRARY SYSTEM

The Library successfully completed initial implementation of the ILS, with all modules operational on October 1, 1999. The ILS included cataloging, circulation, acquisitions, and serials check-in modules; the online public access catalog (Windows and Web versions); and the media module used at the Library to track assignment of research facilities.

During fiscal 2000, the ILS Program Office, Information Technology Services (ITS), and Endeavor Information Systems Inc. (the Library's ILS vendor) identified, tracked, resolved, and reported on software problems and then implemented solutions. The Library added a test server and software to support monitoring of system performance. Then it staffed an ILS Help Desk that worked with the ITS Hotline and Automation Planning and Liaison Office (APLO) Hotline to respond to users' questions and problems within twenty-four hours. Throughout the year, the ILS Program Office communicated frequently with staff members through its Web sites for the staff and the public, the ILS Listserv, the Help Desk, and the Library's publications such as the *Gazette* and *Library Services News* to alert them about system status and implementation milestones.

The ILS staff worked with APLO, ITS, and the Library's Y2K transition team to ensure that all non-Voyager hardware and software would be Y2K compliant by the end of calendar year 1999. Five ILS Program Office staff members verified that Endeavor's Voyager software was Y2K compliant before the start of business on January 3, 2000. On January 11, 2000, online access to the MUMS legacy system was turned off. On August 21, 2000, the Library officially accepted the ILS after extensive testing and forty consecutive days of acceptable response times. The ILS Testing Team engaged a consultant to orient staff members on available automated testing techniques and software and to develop an automated hourly health check of the system that provided consistent and reliable information to the ILS program, ITS, and Endeavor during performance tuning.

Work continued on implementing data cleanup projects to remove from the database those conversion problems that were primarily caused by inconsistent data practices across several legacy systems. Patron records were updated to re-

move obsolete address and ZIP Code information for interlibrary loan patrons and to improve congressional staff account information.

Management established the ILS Management Oversight Group (IMOG), a policy decision group, and technical groups (Acquisitions, Cataloging, Circulation, and Public Catalog) to address ILS issues. Other continuing committees include the Data Policy Group, the Reports Technical Team, and the Coordinating Committee for Collections Inventory Management for inventory control. The remaining ILS implementation steering groups, teams, subgroups, and policy groups completed their charges and were disbanded. ILS training was absorbed into the Technical Processing and Automation Instruction Office (TPAIO), with the ILS staff supporting and supplementing TPAIO's training program and documentation delivery for each module of the ILS and for special training sessions in topics such as Microsoft Access and Crystal Reports.

The staff worked with ITS and APLO to provide hardware and network support for the Library-wide operational ILS and to prepare for installation of Voyager release 2000 software in the next fiscal year. By September 25, 2000, 86 percent of the older personal computers had been replaced, and the rest were scheduled for replacement in the next fiscal year. The staff continued risk management and contingency planning for ILS downtime, for any system interruption, or for both and worked with the Office of the Inspector General (OIG) in an audit of the ILS and its security procedures. The staff attended Voyager User Group meetings and met quarterly with Endeavor representatives to plan for future developments.

The Library added three capabilities to the ILS: (1) machine-readable cataloging (MARC) Record Validator to improve the quality of data input, (2) Electronic Cataloging in Publication (ECIP) interface to receive digitized publisher data, and (3) federal financial system (FFS) interface to automatically load ILS data to the Library's automated financial system. A fourth capability for geospatial searching was loaded on the test server at the end of the fiscal year but not yet moved into full production.

Procedures were established for data import and export to and from the ILS and for requesting output products and reports. The major data import and export activity was conducted in collaboration with the Research Libraries Group (RLG) and Online Computer Library Center Inc. (OCLC) to convert Chinese in Wade-Giles romanization to pinyin romanization and to replace those bibliographic and authority records in the ILS.

Implementation of the ILS provided a tool to improve security by accurately representing each item added to the collections before 1999. The Library

began converting the holdings information for its two largest manual files: the card shelf list and the serials check-in file. The Library trained contractor staff members to perform file conversion of active serial titles and began the first year of the five-year contractor project. By the end of September, approximately 11,000 records with holdings data were converted from the Serial Record Division (SRD) visible file to the ILS. A second contract was awarded to the same vendor to convert holdings of inactive serials from the primary serial check-in file. This work was expected to begin after Voyager release 2000 implementation in 2001.

Another contractor transferred the holdings information from the sheet shelf list (2,200 portfolios of approximately 1 million entries) as a preparatory step for converting holdings and location information for the main card shelf list. The staff concluded a series of pilot projects to test the best approaches to card shelf list conversion, as well as a follow-on physical inventory (i.e., verifying the existence of material, affixing a bar code, and linking the material to the appropriate ILS record).

The staff reviewed Endeavor's development of ENCompass as an alternative system for digital asset management to provide bibliographic description and access links to digitized resources. The ILS program director was a member of the Library's Digital Futures Group and participated in planning and training for the Thomson Editorial Asset Management System (TEAMS) repository software.

COLLABORATIVE DIGITAL REFERENCE SERVICE

Pilot phases and planning continued for the Collaborative Digital Reference Service (CDRS), which will provide high-quality reference service to all users anytime and anywhere through an international digital network of libraries and of similar services and organizations. Three pilot phases were planned; by the end of the fiscal year, the second had been completed and steps for implementing the third were well under way. The incremental pilot phases added features and member institutions to test both the functions and the scale for the planned service in an orderly fashion. With pilot phase two (through summer 2000), sixteen member institutions exchanged real questions and answers so they could experiment with the fields used in a member profile database and the algorithm for assigning incoming questions. Several papers were prepared, including a concept plan, business options, CDRS architecture, and a think piece on an end-to-end user service with CDRS at its center. For the adminis-

trative elements of the service, several workgroups focused on service-level agreements, membership guidelines, legal issues, and the like. In addition, the Library developed working relationships with outside parties that could provide infrastructure and technology support. The third pilot phase will involve a minimum of sixty members.

ACQUISITIONS DIRECTORATE

The Acquisitions Directorate implemented the ILS acquisitions module on October 1, 1999, to create orders and to process invoices, in addition to creating initial bibliographic control records in the ILS cataloging module. Because the GENPAC allotment could not be loaded into the system until the latter part of December, most use of the ILS acquisitions module did not actually begin until January 2000. This delay in having staff members work with the new system contributed to processing backlogs, especially in paying invoices. Several new tasks originated with ILS implementation or migrated to the Acquisitions Directorate from other parts of Library Services. Those tasks included selecting new serials, creating holdings records, creating basic bibliographic control records for serials not selected for the Library's collections, applying item and Library of Congress Control Number (LCCN) bar codes to monographs, and scanning those bar codes into the item records. Through hard work, procedural streamlining, some temporary staffing, and overtime work, the Acquisitions Directorate succeeded in eliminating the entire backlog of unpaid invoices during the year, while taking on the additional workload of new tasks.

African/Asian Acquisitions and Overseas Operations Division (Afa/OvOp). The Henry Luce Foundation approved a grant of \$570,000 to support a three-year program to strengthen acquisitions of research materials from China. The grant will enable the Library of Congress to hire individuals in five key Chinese cities so they can help improve acquisitions of materials from those regions. The representatives, working under the direction of Afa/OvOp and the Asian Division, will supplement the acquisitions work performed by the Library's dealers and exchange partners in China. Working jointly with the Asian Division, Afa/OvOp planned to implement the project early in fiscal 2001.

In honor of the Library's Bicentennial, the New Delhi Field Office launched a project to record Indian writers reading from their works for the Archive of World Literature on Tape. The project was aided by the State Department and was endorsed by the Asian and Motion Picture, Broadcasting, and Recorded Sound (M/B/RS) Divisions. In a Bicentennial event in India, the Librarian of Congress was the guest of honor in a digital video conference organized by the Public Affairs Section of the American Consulate in Mumbai.

The Islamabad Field Office joined the Cairo Field Office in using the Research Libraries Information Network (RLIN) bibliographic utility for direct input of catalog records.

The Integrated Field Office System (IFOS) has acquisitions and fiscal modules that were initially deployed overseas before the Y2K deadline but were subsequently suspended because of system performance problems that did not emerge in field testing. The cataloging module continued to operate successfully. The contingency plan was implemented, and by the end of the year, the offices were functioning normally, albeit on legacy software. Acquisitions from the overseas offices declined temporarily because of IFOS implementation problems.

The Cooperative Acquisitions Revolving Fund received a clean audit report from Clifton Gunderson LLC. The Nairobi and Cairo Field Offices were audited by staff members from the Library's Office of the Inspector General. Although the final written report was not completed at year's end, preliminary findings showed no critical problems.

The Islamabad Field Office gained improved telecommunications capabilities through a microwave link from the office to the U.S. Embassy using the Diplomatic Telecommunications Service-Program Office's (DTS-PO) facility. The Nairobi Field Office participated in a project with the National Library of Medicine that provided links to a central site in Nairobi and to an Internet gateway in the United Kingdom, thus greatly improving access to worldwide resources.

The Jakarta Field Office collected and made available electronically a wide variety of political ephemera from the Indonesian elections.

The Deputy Librarian of Congress inspected the Rio de Janeiro Field Office and delivered lectures in Rio and São Paulo about the Library of Congress and new technologies.

Three of the overseas offices operated under hardship conditions or suffered specific security threats. Islamabad witnessed a coup d'état and a missile attack on the U.S. Embassy. Pervasive civil unrest disrupted daily life in Jakarta. Rationing of water and electricity was required for a large part of the year in Nairobi.

Anglo-American Acquisitions Division. The division implemented an approval plan for purchase acquisitions from the United Kingdom, thereby increasing the value of acquisitions from the United Kingdom from \$67,000 to \$150,000 while minimizing duplication and conflicts with U.S. copublishing. Emphasis continued on acquisitions, including European legal materials and Irish, Scottish, and Welsh imprints. Division staff members processed an ar-

rearage of more than 4,800 monographic exchange acquisitions and, with the SRD, processed an estimated one-third of the outstanding purchase orders for subscription acquisition. The division worked through the fiscal year to ensure that the Library would have access to online electronic resources that are normally available as parts of subscriptions acquired by the Library.

The Government Documents Section acquired 329,372 items in print. A total of 124,138 monographs, serial pieces, and special format items was forwarded for the Library's collections, and 361,376 pieces were distributed to the Library's official exchange partners. The Documents Expediting project distributed 88,041 pieces to members, handled 6,167 special requests, and completed 2,248 courtesy mailings to foreign countries for congressional offices.

At year's end, the Library had fifty-seven subscriptions to online databases, accessible by the public in the Library's reading rooms on Capitol Hill.

European and Latin American Acquisitions Division (ELAD). The fiscal 1998 reorganization of the Acquisitions Directorate along geographic lines continued to pay dividends by allowing the division to focus on and resolve problems at the country and fund level. In fiscal 2000, ELAD increased receipts from the Balkans and hired two acquisitions specialists to cover that region properly. The division established a second approval arrangement in Bulgaria, a necessary complement to receipts from the national library. ELAD successfully identified a bibliographic service representative for Bosnia and planned to issue a contract for fiscal 2001.

One of the goals of the 1998 geographic reorganization was to reduce duplication of effort between purchase and nonpurchase acquisitions. ELAD achieved a measure of success in Central and Eastern Europe by amending the Library's arrangements with the Russian Parliamentary Library to reduce duplicates from Russia.

The German Digital Project (GDP) got under way toward the end of the fiscal year. This joint project of the Acquisitions and Area Studies Directorates is intended to increase the Library's access to German electronic journals and to develop the capability for the Library to place orders and pay invoices electronically using electronic data interchange (EDI). Also in a digital mode, ELAD arranged with its primary Russian dealer, EastView, for the Library's first electronic access to a number of Russian journals, with the bound volumes of those journals to be purchased at year's end.

Editorial Inca, a Latin American dealer, continued to provide the Library with eleven Latin American newspapers on microfilm rather than in print format. The agreement with Editorial Inca enables the Library to avoid the cost of preparing the inkprint newspapers for filming.

Serial Record Division. A contract was awarded in December 1999 to convert the holdings and to create check-in records for active serials. Seventeen percent of the file had been converted by October 2000, including letters *A, I, J,* and *T.* The Processing and Reference Section initiated online check-in of converted serials titles. In preparation for the conversion, thousands of entries were weeded from the visible file.

The division implemented several business process improvements to capitalize on the capabilities of the ILS. Copyright Copy 2 receipts were no longer checked in; the flow of discards was reduced by notifying publishers when future issues were no longer needed. The National Serials Data Program (NSDP) added the function of full cataloging in addition to International Standard Serial Number (ISSN) assignment, and various workflow and staff shifts made this transition as effective as possible.

A contract was signed with the R. R. Bowker Co. for its cataloger to work at the Library on the assignment of ISSN, mainly for electronic serials, and to create entries needed for *Ulrich's International Periodicals Directory.*

The division continued to coordinate the Cooperative Online Serials (CONSER) program, the serials component of the Program for Cooperative Cataloging. Brown University, Northwestern University, and Hong Kong University of Science and Technology joined as full members. The National University of Wales and Cleveland Public Library joined as associate members, and R. R. Bowker Co. joined as an affiliate member. In the Serials Cataloging Cooperative Training program (SCCTP), more than forty workshops of the basic serials cataloging course were conducted. NSDP hosted the Twenty-fifth Meeting of Directors of ISSN Centres at the end of September.

AREA STUDIES COLLECTIONS DIRECTORATE

Area Studies Collections worked to increase knowledge of the international collections and use of the reading rooms by building collections of special interest to readers, implementing creative strategies for informing users and potential users about the international materials, and providing reference assistance for members of Congress and scholars. Staff specialists offered research service to agencies of the federal government and produced public programs to engage the public and scholarly audiences in the activities of the Library.

Bicentennial Activities. The International Gifts to the Nation project invited the nations of the world to present gifts that expressed their nation's intellectual heritage to the Library of Congress on the occasion of its Bicentennial anniversary. Eighty-three embassies presented more than 1,200 items. Many of the items greatly enhanced the Library's value for researchers using the interna-

tional collections. Gifts include facsimiles, limited editions (two made specifically for the Library), books, treaties, films, prints, compact discs (CDs), videos, maps, photographs, and a few artifacts.

The Bicentennial year was also marked by a “once-in-a-century” series of appointments by the Librarian of Congress for the Poetry and Literature program. The Librarian named Robert Pinsky to serve an unprecedented third term as poet laureate consultant in poetry. In addition, he named three special consultants—former Poet Laureate Rita Dove, Louise Glück, and W. S. Merwin—to assist with the year’s poetry programs. The four poets convened for a special reading of their works, “Sharing the Gifts,” in which they were joined by the 1999 Witter Bynner Fellows David Gewanter, Heather McHugh, and Campbell McGrath. The poets convened again on April 3 and 4, during National Poetry Month, for the conference “Poetry in America: A Library of Congress Bicentennial Celebration,” which was organized in collaboration with the Library’s Center for the Book. This conference included Robert Pinsky’s presentation of video and audio recordings from the Favorite Poem project and an all-day symposium, “Poetry and the American People: Reading, Voice, and Publication in the Nineteenth and Twentieth Centuries.”

In honor of the Library’s Bicentennial, the Library published a brochure, *A World of Books 2000: International Classics*, which featured works from forty-six nations. The works were written in the past 200 years and are considered classics in their own nations but are little known in the United States. The Librarian of Congress distributed the brochure to members of Congress and the Madison Council with his December 1999 holiday message.

Acquisitions. The Area Studies Collections Directorate secured outstanding additions to the Library’s collections this year (see also appendix F: Selected Acquisitions). Through purchase, the African and Middle Eastern Division acquired the Hadji Ahmed map written in Turkish, which is one of eight extant and the first nonreligious item printed in any Islamic language; the Bund Archiv microfiche set, which includes documents from an organization of European Jewry in the nineteenth and early twentieth centuries; *Marifetname*, the first modern encyclopedia published by Muslims (Balaq, Egypt, 1825); and thirty-eight films by African filmmakers. The Asian Division acquired hard-to-obtain documents from the cultural revolution from dissident Harry Wu and the balance of the set of Meiji-era historical documents and statistical reports, *Meiji Koki Sangyo Hattatsushi Shiryo*.

The European Division acquired through purchase the *Collection complète des Drapeaux faits dans les Soixante Districts des Paris, Lors de la Révolutions du*

mois de juillet 1789 (1790), which are hand-colored engraved plates depicting the colors of the French national guard. The purchase also covered a facsimile edition of the notebooks of Aleksandr Pushkin, major microform collections from the series *World Literature prior to 1701*, and microfilm of *Annuaire téléphonique* for 1883–1959. The Hispanic Division purchased photographs by the Mexican master photographer Graciela Iturbide and by the Brazilian master photographer Sebastião Salgado.

Area Studies also received significant gifts. The Asian Division was given \$80,000 by Raymond Smith of the Madison Council to purchase *The Si ku chuan shu* and the *Sequel to the Si ku chuan shu*. The European Division was given approximately 400 fine books donated by the National Italian American Foundation, including facsimiles of the Bible of the Borso d'Este, Rossini's manuscript of *Il barbiere di Siviglia*, and the Accademia nazionale dei Lincei's *Tesoro Messicano*. Gifts also included letters to the editors of the Russian weekly *Literaturnaia gazeta* from the period 1967–1991 and the Grushnikov collection of approximately 10,000 illustrated Russian children's books. The Hispanic Division received the gift from King Juan Carlos I of Spain and Queen Sofia of a facsimile from the Escorial Monastery, *Principios y sucesión de los reinos y reyes y otros estados y señoríos de la Cristiandad*. Through the International Gifts project, the Hispanic Division received a gift from Brazil of 24 wood cuts and 180 pieces of "Literatura de Cordel" or chapbooks.

The directorate continued to focus on improving the Chinese collections, acquiring election ephemera from the historic Taiwan election of 2000 including platform statements, position papers, pamphlets, videotapes, and other materials. Nicholas Lardy, a specialist in Chinese economics from the Brookings Institution, completed an evaluation of selected portions of the Chinese collections in economics. The Henry Luce Foundation provided \$570,000 over three years to improve acquisitions of material from China and to fund fellowships for the study of East and Southeast Asia.

Collections Maintenance and Processing. The Near East Section of the African and Middle Eastern Division instituted a new method that reduced by half the time required for reshelving materials. The Asian Division, in cooperation with the Regional and Cooperative Cataloging Division, began work on the Chinese Rare Book Project, which is part of an international effort to catalog all Chinese rare books. The Japanese Rare Book Team of nineteen professors, scholars, and graduate students from Japan continued compiling data to be used for cataloging the Library's pre-Meiji materials. A total of 3,690 Japanese rare book titles were processed in the past three years.

Reference Services. Readership in the European Reading Room increased by more than 45 percent over the previous fiscal year. All of the reading room divisions carried out an extensive program of briefings, seminars, and other events designed to inform researchers about the materials available in the Area Studies reading rooms and throughout the Library. The European Division added new subscription databases, refined procedures for serving Slavic and Baltic newspaper microfilm, and continued to update the reference collections on a regular basis.

Area Studies divisions continued to meet the reference needs of Congress, including answering requests for information, providing translations of constituent letters and of articles, briefing staff members and constituents at specific congressional request, and assisting congressional delegations traveling abroad. At the request of the Congressional Ukrainian Caucus, the European Division helped to organize a two-day conference, "Ukraine's Quest for Mature Nation Statehood: A Roundtable," on September 19–20. The divisions also provided both reference and translation services to judicial and executive branch agencies, including the Departments of State, Defense, and Justice; the National Institute of Standards and Technology; the U.S. Holocaust Memorial Museum; the U.S. Patent and Trade Office; and the White House.

Federal Research Division. The Federal Research Division continued to provide research and analysis to U.S. government agencies by using its expertise to exploit the Library's collections, fulfilling the Library's strategic priority "to make its collections maximally accessible . . . [to] the U.S. Government more broadly." The division had interagency agreements with thirty-seven offices in twenty-seven federal agencies, including eleven organizations added to its client portfolio during the year. Twenty-four clients were civilian offices, and thirteen were Department of Defense offices.

Major projects included continuation of the Southeast Asia Prisoner of War/Missing in Action (POW/MIA) and United States–Russia Joint Commission Projects. Both projects maintained material on public-access Web sites and provided full-text documents online or on microfilm. Translation and foreign language research projects included Chinese-to-English documents for the Department of Energy, advanced linguistic support in Chinese to the Department of Defense for a machine translation project, English-to-Spanish translation for the Bureau of the Census, German-to-English translations for the Defense Technical Information Center, and abstracts of Russian language documents for the Russian Leadership program. The Country Studies online resource grew in popularity, with a 30 percent increase in transactions over fiscal 1999.

Office of Scholarly Programs. The director of scholarly programs participated in planning the Bicentennial symposium titled "Democracy and the Rule of Law in a Changing World Order," a four-day event held March 7–10 and coordinated with the Law Library and the New York University School of Law. The symposium brought together national and international experts, including the chief justice and four U.S. Supreme Court justices, to probe the relationships between the rule of law and the spread of democracy in many parts of the world. The office also organized a symposium chaired by Representative Charles Canady (R-Fla.), which brought together four noted legal scholars to discuss the role of Representative John Bingham in drafting the Fourteenth Amendment.

The office supported a symposium with the Oxford University Press in connection with the Bicentennial exhibition titled *John Bull & Uncle Sam: Four Centuries of British-American Relations*. The symposium celebrated the exhibition, a joint effort between the Library of Congress and the British Library, as well as the publication of the new five-volume *Oxford History of the British Empire*.

The final major program of the Decade of the Brain was titled "Understanding Our Selves: The Science of Cognition" and was held on October 6, 1999. It was cosponsored by the National Institute of Mental Health of the National Institutes of Health and the Charles A. Dana Foundation. The final program brought together neuroscientists, psychologists, neurologists, endocrinologists, and radiologists to discuss learning disabilities, conscious and unconscious memory, and the cell biology of schizophrenia.

The three-year Mellon Foreign Area Fellows program concluded. The program supported post-doctoral research by nineteen recent doctorate recipients using the non-English language collections. The Library of Congress International Fellows program continues the spirit of the earlier Mellon grant. Funded by the Henry Luce Foundation grant and the Mellon Foundation, the program was developed in association with the American Council of Learned Societies and the Association of American Universities.

Royal Visit and Madison Council Trip to Spain. In the fall of 1999, the chief of the Hispanic Division helped organize the Madison Council's visit to the great libraries of Spain and accompanied the Librarian of Congress and the council as a resource person. The group had an audience with King Juan Carlos I and Queen Sofia and signed an agreement of cooperation with the Biblioteca Colombina of Seville for digitizing collections for the project "Parallel Frontiers," which is a look at the exploration and settlement from 1492 to 1900 of

Hispanic Division Chief Georgette Dorn (*left*) explains a 1768 expedition map of North America to Antonio Fontán of the National Library of Spain, Queen Sofia, and King Juan Carlos I, who were accompanied by Marjorie Billington and Deputy Librarian Donald L. Scott. (*Photo by Yusef El-Amin*)



what is today the United States. On February 24, the King and Queen visited the Library of Congress. During their visit, the Librarian signed an agreement with the Biblioteca Nacional of Spain for digitization, then inaugurated the Web site, Spain, the United States, and the American Frontier: Historias Paralelas.

Japan Documentation Center. The Japan Documentation Center (JDC), within the Library of Congress Asian Division, closed on March 31 at the conclusion of eight years of funding from the Japan Foundation's Center for Global Partnership. The JDC provided researchers throughout the world with the most current, often difficult-to-obtain, information about Japan in a wide range of areas, including legislation, judicial decisions, economics, commerce and industry, the environment, politics, social conditions, and national defense. Since its founding in January 1992, donations to the center totaled more than \$1,522,525. The center's database contained 5,100 items, and it received 2,084 inquiries and delivered 3,362 documents. Although the final database will no longer be updated, researchers may view its contents in the Japanese Section of the Asian Division.

Other Activities. The Office of Scholarly Programs and the Armenian National Institute, with the African and Middle Eastern Division, cosponsored the two-day conference titled “The American Response to the Armenian Genocide” on September 28–29. The European Division, in cooperation with the Cornell University Library, organized a two-day symposium titled “Saga Literature and the Shaping of Icelandic Culture” on May 24–25. This symposium drew scholars from the United States, the United Kingdom, Iceland, Australia, France, Germany, Denmark, and Sweden and was held in conjunction with the opening of the exhibition titled *Living and Reliving the Icelandic Sagas*. In cooperation with the Department of Defense and the Woodrow Wilson International Center for Scholars, the division organized “Cold War Archives in the Decade of Openness” on June 28–29. The conference marked the successful conclusion of the joint 1996–2000 Department of Defense–Library of Congress project to microfilm military archives from Poland, Romania, and Hungary for the Library’s collections.

Ambassador Harry Gilmore gave the Eighth Annual Vardanants Day Armenian Lecture in April on the subject “Twenty-Six Months in the Reborn Armenian Republic: My Mission as the First U.S. Ambassador to Armenia.” The first lecture in the Myron M. Weinstein Memorial Lecture series was given in June by Professor Joseph Hacker: “Readers and Printers of Sixteenth Century Books in the Ottoman Empire.” Two symposia in the series on Globalization in the Muslim World were held: “Egypt and Globalization” in April and “Globalization and Identity in Muslim Societies” on September 12.

The Hispanic Division celebrated its sixtieth anniversary on October 12 with two symposia about the state-of-the-art of Hispanic studies and a reception at which Ambassador Antonio de Oyarzabal of Spain and Representative Xavier Becerra of California spoke. The division joined the history department of the Johns Hopkins University for a two-day international symposium, funded by the Ford Foundation, on “Local History and Rural Economic Development in the Caribbean.” Participants were from the United States, the Dominican Republic, Puerto Rico, Jamaica, Spain, and Cuba.

Volume 57 (social sciences) of the *Handbook of Latin American Studies* was edited in the Hispanic Division and published using a new eXtensible Markup Language (XML)–based format. *The Handbook of Portuguese Studies* was published through the auspices of the Luso-American Foundation for Development, Lisbon, Portugal.

The “Meeting of Frontiers” project achieved several important milestones in collaboration with the National Digital Library. A pilot online site containing

items from the Library's collections was completed in November 1999 and was demonstrated to the first meeting of the project advisory board in Moscow at the end of November. On that occasion, the Librarian concluded separate agreements with the directors of the Russian State Library and the National Library of Russia for long-term loan of scanning equipment to those institutions for use in the project. When the site was launched publicly on December 15, 1999, it included some 2,500 items (70,000 images) from the Library's rare book, general, manuscript, map, prints and photograph, music, film, and recorded sound collections. Approximately 7,000 new images, narrative text, and explanatory maps were added in September.

The Cold Regions Bibliography Project completed its second year as part of the Federal Research Division and its final year in the Library of Congress. Funded by the National Science Foundation and assigned to various Library divisions during the past forty-seven years, the project was reassigned to the American Geological Institute at the end of fiscal 2000. The project closed with 222,654 citations and abstracts in its regions database. The Cold Regions Web site was accessed 63,958 times during its final year.

CATALOGING DIRECTORATE

The Cataloging Directorate met significant challenges in fiscal 2000 as it coped with the impact of the ILS implementation and of declining staffing levels. Nevertheless, the directorate maintained a high level of cataloging production, prepared for the digital future of libraries, and took steps toward improved staff accountability and recognition. The hallmark of the directorate's activities throughout the year was collaboration and communication with the larger library and information communities.

In preparing for the digital future, the staff and chief of the Cataloging Policy and Support Office (CPSO) and the chief of the Regional and Cooperative Cataloging Division (RCCD) took a leadership role in considering proposed revisions to *Anglo-American Cataloguing Rules*, 2nd edition (AACR2) and the International Standard Bibliographic Descriptions (ISBDs) to accommodate seriality in both analog and digital formats, as first drafted by the CONSER coordinator and supervisors in SRD. The Bibliographic Enrichment Activities Team (BEAT) expanded its provision of digital tables of contents; its "BE-Cites+" project to link the Library's Internet resources to associated Library of Congress bibliographic records, as well as related Internet and Library resources; and its "BEOnline+" project to identify, select, and catalog remote-access Internet resources, thereby expanding from resources in business and entrepreneurship to other subject areas. In November, the director for cataloging

accepted BEAT's recommendation that the Library join the OCLC Cooperative Online Resource Catalog (CORC) project for creating metadata and pathfinders (subject bibliographies) for electronic resources. The Library was a charter member when CORC went into production in July. The directorate began planning to extend the Library's use of this Web-based system to all cataloging divisions.

The Cataloging in Publication (CIP) Division developed and demonstrated a prototype system, tentatively titled the "New Books" project, to provide the library community and general public with enriched information about soon-to-be-published books and just-published books. The keystone of the project is the computer-generated record that includes partial bibliographic and publishing information. This project plans to feature a Library of Congress partnership program that will allow the reader to request the book at a local library through the Library's Web site.

Production and Arrearages. Fiscal 2000 was the first complete year of cataloging in the new ILS and was, by necessity, a year of recovery for production. The Cataloging Directorate and SRD together cataloged 224,544 bibliographic volumes on 200,657 bibliographic records and cleared an additional 62,900 from other directorates' arrearages by means of 50,275 inventory-level records.

In the area of authority work, the Cataloging Directorate and SRD created 86,992 new name authorities, 6,772 new series authorities, 7,494 new subject authorities, and 1,558 new Library of Congress Classification (LCC) proposals in fiscal 2000. The number of new subject authorities represented an increase of more than 27 percent over fiscal 1999. The number of subject authority records modified was 13,354, an increase of nearly one-third from the previous year. The number of new name authorities created by the staff in the Cataloging Directorate in fiscal 2000 was comparable to those of the previous year, because the figures include machine-derived name authorities (MDARs) generated on contract with OCLC Inc. (64,194 MDARs in fiscal 1999, compared with only 6,926 MDARs in fiscal 2000). Production of new series authorities declined nearly 7 percent from the previous fiscal year's figure of 7,292, and the number of new LCC number proposals was nearly 18 percent fewer than the 1,897 new proposals in fiscal 1999. The directorate assigned Dewey numbers to 102,127 monographs, an increase of nearly 5 percent over fiscal 2000, and verified 51,423 CIP records, an increase of more than one-third over the previous year.

In addition to the effect of the new ILS implementation, several factors affected production: temporary increases in workloads resulting from the implementation, decreases in data supplied by the acquisitions divisions, and continuing declines in staff resources available for cataloging. The directorate's staff

decreased by more than 24 percent in the ten years from September 1990 through September 2000.

In spite of such obstacles, the directorate completed more than 87 percent of its receipts for the year. The Japanese II, South Asia, and Southeast/South Asia Teams in RCCD all completed more items than they received. South Asia set a team record of 12,000 items processed during the year, an increase of 45 percent over fiscal 1999.

There were numerous successes in arrearage reduction. The History and Literature Cataloging Division (HLCD) created sixty-six collection-level records to clear 1,948 arrearage items in miscellaneous African languages. The Education, Sports, and Recreation Team of the Social Sciences Cataloging Division (SSCD) completed the subject cataloging of a large arrearage in Slavic languages, although overall the SSCD arrearages increased. The Japanese Teams in RCCD continued processing the Japanese arrearage that was transferred to the division from the Area Studies Collections Directorate in 1995. At year's end, only 4,326 of the original 79,563 Japanese items in that arrearage remained to be processed, representing a reduction of 95 percent in five years. The Japanese Team II processed 24 percent of the Library's arrearage of Japanese rare books, and the Chinese Team participated in the Research Libraries Group's Chinese Rare Books Project. As of September 30, 2000, eighty-eight Chinese rare book cataloging records were created in RLIN and are now publicly available.

The Special Materials Cataloging Division (SMCD) completed processing of the Secrist Collection of 78 rpm sound recordings and their preservation tape copies and of the Slonimsky Collection of 771 items from the music historian's library and personal archives. This division also embarked on a project to catalog every 78 rpm set held by the Library, approximately 5,000 titles, by means of core-level cataloging. A contract with WLN/OCLC produced minimal-level cataloging for 285 titles in romance languages and records at various levels of cataloging for 271 titles in Central Asian languages printed in Cyrillic script. Two retired catalogers returned on contract (one on a gratuitous service contract) to clear subject cataloging arrearages in art and religion.

The OCLC "Claimed Music Records" project was essentially completed this year, adding approximately 35,000 records to the Library of Congress catalog.

The directorate continued its support for the ILS implementation throughout the fiscal year by providing nearly all the staff resources for the ILS Help Desk and by producing and distributing new and updated documentation for all levels of cataloging staff members to support the use of the ILS, including the suite of "Bibliographic Workflow Training Documents" and the "Cataloging Tip of the Day." The directorate also provided training and quality re-

view for the sheet shelf list conversion contractors and contributed to plans for the future card shelf list conversion. The directorate's specialist on cataloging automation developed several add-on software programs to enhance use of the ILS cataloging module in all directorates. The most important of those was the Record Validator error-checking software, which checks for structural and content designation errors in both bibliographic and authority records. Implementation of this program reduced the rate of such errors by nearly two-thirds, from an average of 12 to 14 percent of bibliographic records in the pipeline to less than 5 percent.

The director for cataloging authorized two significant business process improvements to use new capabilities of the ILS. The first was to allow selected reference staff members to update bibliographic records to reflect reference assignments. The second was to cease writing call numbers on the verso title pages of hardcover monographs, because staff members who are later in the production cycle can see the call number by scanning the item bar code.

Cooperative Cataloging Programs. The chief of RCCD and its Cooperative Cataloging Team continued to serve as the secretariat to the Program for Cooperative Cataloging (PCC), which flourished in fiscal 2000. PCC member libraries created 128,160 name authorities, 8,914 series authorities, 2,791 subject authorities, 979 LCC proposals, 19,744 CONSER records, and 62,423 bibliographic records for monographs—an increase over the 57,811 monograph records created in fiscal 1999.

Approximately 25 percent of the new additions to the *Library of Congress Subject Headings* in fiscal 2000 were submitted through SACO, the subject authority component of the PCC. Subject authorities created in SACO libraries increased by nearly one-third from the 2,027 approved the previous fiscal year, the fruit of intensive efforts to encourage SACO participation. The African American Subject Heading Funnel project was formed to encourage cooperative subject heading proposals relating to African American literature, history, and social conditions. The Cooperative Cataloging Team established electronic discussion lists for SACO contributors and for members of the African American Subject Heading Funnel. It also coordinated five SACO workshops during the year.

Thirty-five institutions joined NACO, the PCC's name authority component. The North Dakota and the Audio-Visual Funnel consortia expanded, and three new funnels were established: the Vermont Funnel, the GAELIC Funnel, and the CALICO Funnel. The latter two funnels were composed of libraries in South Africa, indicating the growing importance of international cooperation in cataloging.

Pinyin Conversion. The Cataloging Directorate worked closely throughout

the year with the bibliographic utilities and the Council on East Asian Libraries (CEAL) to accomplish a historic shift from the Wade-Giles system for romanizing Chinese characters to the more modern pinyin system, now the standard for communications media and financial systems throughout the world. Library staff members led the coordinated planning whereby OCLC undertook to convert 156,000 name and series authority records. The Research Libraries Group agreed to convert headings containing romanized Chinese data on bibliographic records in the RLIN database. Policy specialists in CPSO and the staff of the Korean/Chinese Team, RCCD, converted several hundred subject authority records and revised the relevant LCC schedules. Library staff members began using pinyin on new subject heading records on July 5. The Library maintained close communication about the progress of the pinyin conversion with the entire library community by means of a World Wide Web page, regular telephone conferences with the staff at OCLC and RLG, reports to CEAL, and presentations at both the Midwinter Meeting and the Annual Conference of the American Library Association. After a moratorium on creating and changing authority records containing Chinese data during August and September while OCLC performed its conversion, Library of Congress staff members were ready to begin applying the pinyin romanization standard in all cataloging on October 1, 2000.

Religious Law Classification. There was significant progress in developing the LCC schedules for religious law, with particular emphasis on Canon law, Islamic law, and Jewish law. CPSO consulted closely with the American Association of Law Libraries (AALL) Advisory Committee on LC Law Classification; the University of California, Berkeley; New York University; Harvard University; and the Biblioteca generale "Pio IX" of the Pontificia Università Lateranense at the Vatican.

The law classification specialist gave presentations in the United States and abroad to demonstrate the use of the law schedules on the Internet (where they were posted in draft form at an address made known to selected U.S. libraries) and to give instruction in using the schedules for cataloging and reference. This outreach demonstrably influenced some law libraries to reclassify their collections according to the LCC, or to classify them for the first time. It also inspired work that brought the *Dewey Decimal Classification* (DDC) law schedule into closer alignment with LCC.

Collaboration and Outreach in Descriptive Cataloging. The chief of CPSO continued to be the Library's representative to the Joint Steering Committee for the Revision of AACR (JSC). CPSO paid particular attention to JSC's consideration of the harmonization of the International Standard Bibliographic

Description for Electronic Resources (ISBD[ER]) and the *Anglo-American Cataloguing Rules*, 2nd edition (AACR2); proposed revisions of AACR2 to accommodate electronic serials, unnumbered series, and looseleafs, plus other integrating resources; treatment of British terms of honour; and descriptive cataloging of conferences.

Decimal Classification Division. The division classified 102,127 titles during the year, an increase of approximately 5,000 over fiscal year 1999. During the year, the three assistant editors in the Cataloging Division prepared exhibitions for three Decimal Classification Editorial Policy Committee (EPC) meetings. The first was held on November 7–9, 1999; the second was held on May 3–5, 2000; and the third will be held early in fiscal 2001. Editorial work was on track for publication of the DDC Edition 22 in 2003.

Cataloging in Publication. The directorate completed cataloging of a record 56,846 CIP galleys, a 7 percent increase over fiscal 1999. The CIP Division performed initial bibliographic control for those titles, ensured that completed cataloging data were mailed to the publishers, and handled 7,514 requests for changes to the records. In addition, CIP obtained 68,416 books—worth an estimated value of \$3,577,420—through the CIP and Preassigned Card Number (PCN) programs.

The ECIP program grew to include 598 publishers this year. A total of 3,804 ECIP galleys in all subject areas were cataloged. The National Library of Medicine joined the ECIP program and sent its cataloging staff for training by the CIP Division's coordinator of electronic programs.

NATIONAL SERVICES DIRECTORATE

The National Services Directorate provided programs and services to specific audiences, such as the library community, particularly federal libraries; readers who are visually or physically impaired; and the general public.

Cataloging Distribution Service. The Cataloging Distribution Service (CDS) successfully maintained cost-recovery operations by delivering bibliographic products and cataloging-related services to the Library, the nation, and the world. In accomplishing its mission, CDS helped extend the benefit of the Library's public investment to a worldwide total of 8,700 libraries and information concerns. The CDS staff accomplished performance goals and addressed challenges in fiscal 2000 that involved significant technology adjustments that were required to maintain full cost-recovery operations.

For the fourth consecutive year, CDS's annual revenues (for fiscal 2000) exceeded expenses. In addition, CDS entered the new century with all of its production and administrative support systems deemed "Y2K compliant," formu-

lated plans to migrate to new product and service delivery systems, and planned for a next-generation Customer Information Management System (CIMS).

In late fiscal 1999, the division finished re-engineering its production and distribution systems to accommodate implementation of the Library's new ILS. By early fiscal 2000, CDS had completed systems assurance testing for Y2K compliance. During that time, the division maintained normal business operations while developing plans for modifying those same production and distribution systems to accommodate the implementation of a four-digit LCCN by January 2001.

In fiscal 2000, CDS earned receipts (based on products actually shipped) totaled \$5,101,585, a 5 percent increase over fiscal 1999's total of \$4,869,433. Net sales revenue (based on all orders placed in the fiscal year) totaled \$5,117,907, compared with \$4,867,975 and \$4,963,037 in fiscal years 1999 and 1998, respectively. The increase in fiscal 2000 is attributable to (1) continued growth in the customer base for *Cataloger's Desktop* and *Classification Plus* on CD-ROM (\$194,342 revenue increase over fiscal 1999), (2) new subscribers to copyright cataloging database services (\$120,157 increase over fiscal 1999), and (3) price increases and additional sales for the five-volume *Library of Congress Subject Headings* (\$133,605 revenue increase over fiscal 1999). The increase in receipts reversed a trend of declining revenues during the past few years. For the fourth year in a row, CDS carried over unexpended prior-year receipts to cover future expenses. In fiscal 2001, CDS will selectively invest those prior-year funds to extend the division's product distribution capability and its customer support capabilities.

CDS continued to produce, market, and support the Library's bibliographic and authority products in print, CD-ROM, microfiche, tape, and file transfer protocol (FTP) formats. In addition, the division staff developed plans for on-line distribution of selected Library of Congress cataloging and classification tools. Customer support staff members continued to improve order processing procedures while instituting internal management control procedures that had been identified by an annual internal review.

CDS staff members achieved other major accomplishments in fiscal 2000, including incorporation of the *Amendments 1999* to the electronic version of the AACR2 in *Cataloger's Desktop* according to the terms of a three-year agreement with the American Library Association (ALA) signed in 1998. Plans were in development for a revised agreement in 2001 to continue this collaborative program.



International Literacy Day is celebrated at the Library with a program that featured celebrities Jackie Joyner-Kersey and Ben Vereen. (Photo by Fern Underdue)

Center for the Book. With its network of affiliated centers in forty states and the District of Columbia and with more than ninety organizations serving as national reading promotion partners, the Center for the Book continued to stimulate public interest in books, reading, libraries, and literacy. The center continued as a successful public-private partnership. As the Library supported the four full-time positions in the center, its projects, events, and publications were funded primarily through contributions from individuals, corporations, foundations, and other organizations.

In celebration of the Library's Bicentennial and to conclude the center's four-year reading promotion theme, "Building a Nation of Readers," numerous libraries; schools; education, civic, and government organizations; corporations; and other groups were invited to describe reading promotion projects for posting on the center's Web site. More than 100 responses, received from thirty-three states and the District of Columbia, document a variety of ideas for promoting reading, books, and libraries.

The center's program of reading promotion partnerships included ninety-two civic, educational, and governmental organizations that worked with the center to promote literacy and reading by using themes and ideas developed by

the center and other groups. On March 17, 2000, the partners gathered at the Library to describe their organizations' activities and to learn about other reading and literacy programs. During the year, the center cosponsored projects with many of its organizational partners, including the ALA, Friends of Libraries U.S.A., International Rivers Network, the National Children's Book and Literacy Alliance, the National Coalition for Literacy, the National Newspaper Association, and Reading Is Fundamental, Inc.

During the year, four new centers were added, bringing the total to forty—a fourfold increase since 1987. New affiliated centers opened in Arkansas, the District of Columbia, Mississippi, and Pennsylvania.

The Boorstin Center for the Book Awards for the year 2000 were presented to the Washington and Alaska Centers for the Book. Each of these annual awards included a cash prize of \$5,000. The National Award, won by Washington, recognized the contribution that the state center made to the Center for the Book's overall national program and objectives. The State Award recognized Alaska's annual Writing Rendezvous and other cooperative projects, all accomplished using volunteers as staff members.

Federal Library and Information Center Committee. During fiscal 2000, the Federal Library and Information Center Committee (FLICC) continued to carry out its mission to foster excellence in federal library and information services through interagency cooperation and to provide guidance and direction for its cooperative network, FEDLINK.

FLICC's annual information policy forum, "Government Futures: Impact of Information Advances in the Twenty-First Century," explored how information technology drove changes in the international marketplace, which, in turn, drove how the U.S. government expanded and used this technology. The forum took an in-depth look at how each branch of government anticipated the effects of those changes in information. FLICC also held its annual FLICC Symposium on the Information Professional, this year focusing on developments in knowledge management and applications of those developments in a federal setting.

FLICC's working groups achieved a broad agenda in fiscal 2000. The FLICC Ad Hoc LC Bicentennial Working Group mailed materials to more than 2,000 federal libraries for use in supplementing their local activities. The FLICC Awards Working Group selected recipients of the second annual FLICC Awards: the Federal Library and/or Information Center of the Year was a tie between the Los Alamos National Laboratory Research Library, Los Alamos, New Mexico, and the National Oceanic and Atmospheric Administration

Central Library, Silver Spring, Maryland. The Federal Librarian of the Year was Marion Jerri Knihnicki, U.S. Army Transportation School Library, Fort Eustis, Virginia. The Federal Library Technician of the Year was Rosette Risell, Naval Research Laboratory Library, Washington, D.C.

The FLICC Education Working Group developed or supported twenty-eight programs for 1,242 participants in the areas of knowledge management, evaluation, technician training, reference issues, cataloging, and preservation. In addition, the FLICC Orientations to National Libraries and Information Centers and brown-bag luncheon discussions continued throughout the year. The working group also pilot tested and released an online handbook of federal librarianship to serve as a resource tool for librarians new to the federal community, plus a quick reference guide for established federal librarians.

The FLICC Information Technology Working Group's efforts resulted in new FEDLINK consortial offerings for legislative branch agencies, with plans for expansion to executive branch agencies in fiscal 2001. The FLICC Personnel Working Group proposed revisions to the Office of Personnel Management's (OPM's) qualifications standards for librarians. The FLICC Nominating Working Group oversaw the 2000 election process for FLICC rotating members, FLICC Executive Board members, and the FEDLINK Advisory Council.

The FLICC Budget and Finance Working Group developed the fiscal year 2001 FEDLINK budget and fee structure in the winter quarter. Approved unanimously by the FLICC membership in May 2000, the final budget for fiscal year 2001 kept membership fees for transfer pay customers at fiscal 2000 levels: 7.75 percent on accounts up to \$300,000 and 7.00 percent on amounts exceeding \$300,000. Direct pay fees also remained steady, while FEDLINK training fees increased modestly. The Library approved the budget in the summer of 2000.

FLICC continued its collaboration with the Library's general counsel on a series of meetings between general counsels of federal agencies and the agencies' librarians. Those general counsel forums grew out of the recognition that federal attorneys and librarians face many of the same questions in applying copyright, privacy, Freedom of Information Act (FOIA), and other laws to their agencies' activities in the electronic age—with regard both to using information within the agency and to publishing the agency's own information.

FLICC's cooperative network, FEDLINK, continued to enhance its fiscal operations while providing its members with \$53.5 million in transfer-pay services and \$53.2 million in direct-pay services. Thus, it saved federal agencies

more than \$12 million in vendor volume discounts and approximately \$6.3 million more in cost avoidance. Fiscal 2000 saw substantial improvements to the efficiency of the FEDLINK program, including expanded digital document management, improved members' use and payment for OCLC services, consortial purchasing opportunities, newly negotiated substantial vendor discounts, and strategies to replace the FEDLINK financial system.

FEDLINK also procured software and support services to initiate work on electronic invoicing and to increase online access to financial information for member agencies and vendors. FEDLINK's new interactive online registration/online interagency agreement (IAG) system enabled members to register online for fiscal year 2001 FEDLINK services and to receive their IAGs electronically within seventy-two hours. Furthermore, FEDLINK's continuing financial management efforts ensured that FEDLINK successfully passed the Library's financial audit of fiscal year 1999 transactions performed by Clifton Gunderson LLC.

The FEDLINK staff assisted the Library's Collections Policy Committee Subcommittee on Electronic Databases, as well as representatives from the Congressional Research Service (CRS) and congressional staff, in negotiations with UMI ProQuest, West Group, and CCH Inc. regarding consolidating the legislative branch purchases. CRS and Library Services registered and moved money to FEDLINK to begin service, the General Accounting Office registered for the service and began reallocating funds, and the Congressional Budget Office indicated interest in participating in the legislative branch consortium for UMI ProQuest.

Interpretive Programs Office. In fiscal 2000, the Interpretive Programs Office (IPO) presented three new major exhibitions within the Library; mounted three rotational changes to its major continuing exhibition, *American Treasures of the Library of Congress*; and presented six smaller special exhibitions. The office mounted ten displays for special events, eight new online exhibitions, and three traveling exhibitions at six venues in four states and Vienna, Austria. Requests for the loan of 281 Library items were received from thirty-three institutions as part of the Library's ongoing loan program administered by IPO (see also appendix G: Exhibitions and appendix H: Online Collections and Exhibitions).

The principal exhibitions mounted in fiscal 2000 included two that commemorated the Library's Bicentennial: *John Bull & Uncle Sam: Four Centuries of British-American Relations* (November 17, 1999, through March 4, 2000) and *Thomas Jefferson* (April 24, 2000, through November 16, 2000). A third major exhibition, *Bob Hope and American Variety*, opened on May 10, 2000. Other

new exhibitions included *Life of the People: Realist Prints and Drawings from the Ben and Beatrice Goldstein Collection, 1912–1948* (October 20, 1999, through January 29, 2000); the *Twenty-Eighth Annual Library of Congress Employee Arts and Crafts Exhibition* (December 8, 1999, through February 16, 2000); *Arthur Szyk: Artist for Freedom* (December 9, 1999, through May 6, 2000); *The Wizard of Oz: An American Fairy Tale* (April 21, 2000, through September 23, 2000); *Blondie Gets Married!* (May 22, 2000, through September 16, 2000); and *Living and Reliving the Icelandic Sagas* (May 24, 2000, through July 31, 2000).

For *American Treasures of the Library of Congress*, which is the long-term installation of the rarest and most significant items relating to America's past from the Library's collections, artifacts including the Top Treasure (the currently featured treasure) were rotated routinely in keeping with conservation and preservation standards.

Displays mounted during the year for special events included two for the White House Millennium Council, "Informatics Meets Genomics" (October 12, 1999) and "Exploration under the Sea—Beyond the Stars" (June 12, 2000). The following were also displayed: items selected for the Hemingway/Hotchner event (October 27, 1999); Horatio Alger materials (July 12, 2000); Library memorabilia in the Librarian's Ceremonial Office (April 2000, continuing); "Nordic Presence" (European Reading Room, April 2000 through August 1, 2000); "Benyowsky (Slovakia)" (European Reading Room, August 25, 2000); materials for the Society of Accountants (September 15, 2000); an exhibit for a music dinner event (September 25, 2000); and Armenia materials (September 28, 2000).

Continuing exhibitions included *Here to Stay: The Legacy of George and Ira Gershwin* and *The Gerry Mulligan Collection*. Three major Library of Congress exhibitions, which toured nationally and internationally during the year and will continue to venues in the upcoming year, included *The Work of Charles and Ray Eames: A Legacy of Invention*, *Sigmund Freud: Conflict and Culture*, and *Religion and the Founding of the American Republic*.

National Library Service for the Blind and Physically Handicapped. During 2000, the National Library Service for the Blind and Physically Handicapped continued to refine the national reading program for people who are blind and physically handicapped. Three major activities during the year were promoting the growing use of Web-Braille, developing digital talking books (DTBs), and adding to the *International Union Catalog*.

Web-Braille use grew as improvements were introduced. Since its inauguration on August 24, 1999, Web-Braille on the Internet has grown to allow access to more than 3,175 digital files of braille books. At the close of fiscal 2000, 1,078 users had signed up for the new Internet service. The free online braille pro-

gram provided a direct channel to thousands of electronic braille files for individuals, schools, and libraries with Internet connections and braille output devices such as braille embossers or refreshable braille displays. In July 2000, the National Library Service (NLS) announced a new feature that links its *International Union Catalog* for braille and audio materials to Web-Braille. As a result, Web-Braille books may now be accessed directly from the catalog by using author, title, subject, language, keyword, and other search parameters.

Developments continued for the DTB program. NLS completed a draft DTB standard under the auspices of the National Information Standards Organization (NISO) after several years of collaboration. NLS developed a life-cycle cost model to project digital system costs. NLS installed a prototype digital recording system at the NLS Recording Studio, where five DTBs were completed, as well as a digital duplication system at the Multistate Center East, the NLS contract distribution center in Cincinnati, Ohio. In addition, NLS developed specifications to procure digitally recorded masters, which will begin in fiscal 2002.

Two major United Kingdom libraries added more than 68,000 bibliographic records to the NLS *International Union Catalog* for braille and audio materials. The Royal National Institute for the Blind in London added 38,000 bibliographic records in January, and the National Library for the Blind in Stockport, England, added 30,000 records in August. The *International Union Catalog* had more than 368,000 catalog records at year's end, an increase of nearly 100,000 records over 1999.

Additional activities during the year included NLS's participation in the twenty-first biennial National Conference of Librarians Serving Blind and Physically Handicapped Individuals in Los Angeles, California, from April 30 to May 4, 2000; the completion of the five-year Volunteer Repair project; and the recall of 10,000 C-2 cassette playback machines because of an electrical problem that caused a hazardous condition in some units. This was the first major recall of playback equipment in the sixty-nine-year history of the program. Among the machines currently in service, some produced thirty years ago, 740,000 were not affected by the recall.

Publishing Office. The Publishing Office produced more than twenty-five books, calendars, and other products describing the Library's collections in 2000 (see also appendix I: Publications). Highlights of the publishing program in 2000 included four books honoring the Library's Bicentennial: *America's Library: The Story of the Library of Congress, 1800–2000*, by James Conaway; *The Nation's Library: The Library of Congress, Washington, D.C.*, written by Alan Bisbort and Linda Barrett Osborne; *Thomas Jefferson: Genius of Liberty*, with an

introduction by Garry Wills and essays from noted Jefferson scholars; and *The Library of Congress: An Architectural Alphabet*, which was the subject of feature articles in *Preservation* magazine and *The Washington Post*.

Copublishing efforts with trade publishers continued to increase, as is evident in the office's seven trade and scholarly titles during 2000. Eight new copublishing agreements were signed with major trade publishers during fiscal 2000. By the end of 2000, more than forty cooperative agreements were in effect with publishers such as Harry N. Abrams, Viking Studio, Alfred A. Knopf, Pomegranate, Little Brown and Company, and Simon and Schuster. The Publishing Office and The Stonesong Press entered a cooperative agreement to develop *The Library of Congress World War II Desk Reference*, to be published by Doubleday/Broadway Books in the fall of 2003. The Publishing Office and Little Brown and Company entered a cooperative agreement to publish *Cartographia: Mapping Civilization* in the fall of 2002.

In addition to copublished volumes, the Publishing Office continued its series of collection guides, supported by the Madison Council, with its release of *Library of Congress Asian Collections: An Illustrated Guide*.

This year marked the publication of the final volume (an index) of *Letters of Delegates to Congress, 1774–1789*, Volume 26. The cumulative 800-page index, edited by Ronald M. Gephart and Paul H. Smith, reflects the contents of some 23,000 letters and other documents contained in the earlier twenty-five volumes in this series that have been published by the Library, beginning in the national bicentennial year 1976.

The Publishing Office also won design awards in 2000 for overall design excellence in illustrated books from Washington Book Publishers and the American Association of Museums (see also appendix E: Honors).

Retail Marketing Office. The Library's Bicentennial celebration was the main focus for the Retail Marketing Office during the past year. Sales from both the Jefferson and Madison shops once again exceeded expectations with a total revenue of \$1,854,683, an increase of more than 15 percent from the previous year. Contributing to the increase were products commemorating the Library's Bicentennial and the highly successful *Wizard of Oz* exhibition.

Many special products were produced using the Library's Bicentennial commemorative stamp image. Other new products in the sales shops were a year 2000 calendar featuring images of the Jefferson Building, items related to the *Thomas Jefferson* exhibition and the Bob Hope Gallery, and more than 150 different Oz-inspired items.

Visitor Services Office. In addition to maintaining and improving current programs, the Visitor Services Office (VSO) provided support for all of the Li-

brary's Bicentennial programs that brought visitors to the Library. Included were symposia, exhibitions, the National Birthday Party on April 24, and the Local Legacies celebration on May 23. Using electronic counters installed in metal detectors at all Library entrances on Capitol Hill, VSO recorded 1,152,902 visitors to the Library in fiscal 2000.

VSO provided visitor assistance at three information desks, reader support at the researcher guidance desks, and guided tours for the public and groups. VSO also arranged professional appointments with appropriate Library staff members for visiting librarians and other professionals.

With the help of volunteers, VSO conducted 3,138 tours for 59,536 visitors, including 686 tours for 12,185 congressional constituents from 363 congressional offices and 326 special-request tours for members of Congress and their spouses, families, and friends. Some 1,769 public tours were conducted for 36,065 visitors. The office also arranged 581 appointments for 1,851 dignitaries and professionals, as well as students representing 101 different countries. Included in those appointments were 220 professional programs for visitors.

On average, 50 percent of the Library's visitors come between March and the end of June. This seasonal surge requires the support of a large volunteer force. During the year, the number of volunteers grew to 190, a 25 percent increase, which enabled VSO to provide support for the Bicentennial and to improve its services to visitors. Volunteers served 26,238 hours in fiscal 2000, which represents 17.7 full-time equivalent positions or a savings of more than \$650,000 to the Library.

Volunteers responded to 189,393 inquiries from visitors to one of three information desks and to 10,255 requests from first-time Library patrons at the researcher guidance desks. The pilot project to establish a researcher guidance desk within the Reader Registration Office in the James Madison Memorial Building became a permanent part of the guidance and instruction to new readers in October, and an experiment with a second desk in the Thomas Jefferson Building began in August. VSO also scheduled docents to conduct guided tours of the Library's exhibitions. To continue providing such services, the VSO staff trained one class of volunteer docents, two groups of volunteers to serve at the researcher guidance desk, and four groups to serve at the information desks.

During the year, VSO improved its service to Congress with a dedicated telephone line and a dedicated e-mail address that enables VSO to respond to congressional requests on the same day. In January, the office held its annual briefing for congressional staffers to explain how to contact VSO to request services. Representatives from the National Digital Library Learning Center,

the Congressional Relations Office, and CRS joined in this effort. The Bicentennial Program Office was featured at this briefing to describe the commemorative events that would take place throughout the year.

OPERATIONS DIRECTORATE

The Operations Directorate consists of APLO, the Network Development and MARC Standards Office (NDMSO), TPAIO, and teams focusing on budget, human resources, and management information systems.

Digital Library Initiatives. The director for operations and the chief of NDMSO participated in the Library's Digital Futures Group. The staff of NDMSO provided technical support for the Conference of Directors of National Libraries (CDNL) Committee on Persistent Identifiers. Early in the year, CDNL endorsed a set of principles for uniform resource name (URN) deployment by national libraries. Work continued on development of the National Bibliography Number (NBN) URN namespace, and the Library has agreed to act as worldwide registrar for the NBN namespace.

Staff of NDMSO continued to play a major role in pilot phases and overall planning for the CDRS. Two of the three CDRS pilot phases were deployed during the year. Concentrating also on metadata initiatives, NDMSO staff members participated in the Dublin Core effort, developed a core set of metadata needed for the Library's initial implementation of digital resource repository software, and began to participate in the Open Ebook Publication Structure Working Group.

NDMSO continued to have responsibility for planning and coordinating participation by the Library in computer-to-computer linkages with external systems. An important component is the development and maintenance of the Z39.50 client and server. NDMSO, in cooperation with ITS, maintains the FTP and the Z39.50 application protocol.

NDMSO continued its activities in the area of standard generalized markup language (SGML) and expanded its work in the area of XML. Work included enhancements to the support provided for the document type definition (DTD) for archival material and for MARC data. APLO and ITS continued to cochair the LC Bibliography SGML/XML Document Type Definition and *Handbook of Latin American Studies* implementation project.

APLO participated in a pilot project to test the TEAMS repository software as an enabling digital archives solution. TEAMS is a Java- and XML-based framework for managing all media asset types (documents, images, video, audio, text, and data).

Working with the special format divisions, the LC Encoded Archival De-

scription Technical Group, chaired by APLO, made significant strides in ensuring that the Library's SGML-encoded archival-finding aids would be accessible to the public. The APLO staff also tested the 5.0.0 beta release of the CNRI (Corporation for National Research Initiatives) Handle server, and they coordinated a user support effort to document new procedures, provide user feedback, and clarify Library needs concerning resolution of persistent names.

Standards. NDMSO continued to represent Library interests in NISO and the International Organization for Standardization (ISO). Staff members carried out Library responsibilities as the maintenance agency and registration authority of the Z39.50/ISO 23950 standard. They also took responsibility for the Library's new role as the maintenance agency for ISO 639-2 (Codes for the Representation of Names of Languages, Part 2).

NDMSO has responsibility for the maintenance of the MARC formats. Fiscal 2000 was a seminal year for the MARC 21 formats. New editions of the remaining four formats were published: authority data, classification data, community information, and holdings data. Eight proposals for MARC 21 formats were presented during the year: one was rejected, one was tabled, and the rest were approved. The NDMSO staff continued to revise the MARC Web site as needed. The staff assisted the Legislative Resources Center of the House of Representatives as it migrated to the MARC 21 format.

Training. Providing continuing training support for ILS and preparing for new releases of its software absorbed most of TPAIO's training resources during the year. Considerable time was invested in course development.

TPAIO trained 1,767 staff members during the year, a considerable decrease from previous years. In fiscal 2000, responsibility for providing generic personal computer courses was transferred from TPAIO to the Library of Congress Internal University (LCIU) and ITS.

Throughout the year, TPAIO taught 259 sessions of forty-four different courses, comprising thirty-two ILS skill builders and courses as well as twelve program-specific courses. The office supported 971 hours of classroom instruction, and its instructors spent 585.5 hours in the classroom. Of the remaining hours, 313.5 hours were contributed by Library Services staff members who either taught or cotaught, and 72 hours were contributed by contractors. TPAIO trained 342 staff members from other service and infrastructure units, an increase of 9 from the previous year.

This year, TPAIO processed sixty-nine training-fund audits and 552 Library Services training forms (SF-182 forms), both new tasks this year. During the year, the office completed 13,600 transactions connected with registering staff

members for classes, notifying them of attendance, and recording them in Registrar (the office's training statistical database).

Approximately 1,000 hours of consulting support was provided by the TPAIO staff to the service unit staff. The office designed and taught twenty-nine new courses. Of those, twenty-three were related to ILS. In addition, seven courses underwent revision. TPAIO instructors spent 1,208 hours in course development, 627 of which were ILS specific; the remaining were program specific.

Automation Support. The challenge of ILS implementation drew heavily on resources in APLO and NDMSO. Four APLO staff members continued to be detailed to the ILS Program Office to work on workstation planning and implementation, to test software enhancements, and to report problems encountered by ILS users. APLO was extensively involved in defining and developing the Federal Financial System interface between ILS and the Library's financial systems. APLO also provided analysis, support, and testing for the largest bibliographic load project of the year, the pinyin conversion project. The use of the Remedy system to support ILS activities was expanded by APLO through the development of two new database schemas, or "forms."

APLO continued to provide support for acquisitions units involved in converting order information from the Acquire legacy system into the ILS through a "strike force," primarily to reconcile location information between the manual serial record visible files and the converted orders in the ILS.

Each directorate prepared business contingency plans for mission-critical applications to ensure that all operations could continue in the event of system failure on January 1.

The APLO staff rewrote the Reader Registration System to operate under a Windows 95/Windows NT environment. APLO also completed upgrades in the Library Automated Retrieval System (LARS) binding system. Working with a team of ILS Program Office and Preservation Directorate staff members, an APLO specialist assumed control of the Library's labeling software to develop revised labeling routines.

In support of the Library's overseas offices, especially those in Islamabad, Nairobi, and New Delhi, the APLO staff assisted in the full production of the Integrated Field Office System's cataloging module, investigated the virtual private network technology for future use by the offices, and evaluated future hardware and software alternatives that are compatible with systems deployed in the offices.

Web Site Support. NDMSO continued to support the Internet activities of

the service unit and the Library as a whole. During the year, the office convened several subteams of the Library-wide Internet Operations Group to explore new options for a more useful search engine for the Library's Web site; to revise the World Wide Web Style Guide; and to provide courses on hypertext markup language (HTML), Dreamweaver/Homesite, and other Web development tools. NDMSO worked with a Library-wide team to oversee a contract for expert review of the Library's public Web site, which will lead to a user-centered redesign of the site during the next fiscal year.

NDMSO continued support for Web management throughout the Library by preparing user documents and forms and by providing Web page design, graphics support, publications, and courses. One of its most important efforts of the year was support of the various online Bicentennial exhibitions, for the exhibit *Arthur Szyk*, and for other online exhibitions.

Customer Service. Through three teams, the Operations Directorate provided sustained, high-quality customer service to more than 2,500 Library Services employees. The staff also effectively dealt with other service units and the enabling infrastructure.

Budget Team staff members reviewed technical points and tracked expenditures for an estimated 10,220 documents, and they monitored the expenditure of appropriated and gift, trust, and reimbursable funds totaling \$235 million.

Human Resources Team members were realigned twice during the year to meet the changing needs of Library Services customers and to support the team's involvement in a strategic plan for human resources called "HR21." Until July 2000, all team members focused on staffing and on time and attendance support to the divisions or offices for which they were responsible. In July, the team was reapportioned so that four members concentrate on staffing for all Library Services divisions and two members concentrate on correcting time and attendance errors, on providing support to timekeepers, and on certifying officers in all divisions.

All positions identified as "critical" or as part of succession planning were hired before the end of the year. An online report was developed to track all staffing actions from recruitment through final hiring. All appropriate staff members can update the report daily by using a shared drive file. At a moment's notice, the status of those actions can be shared with managers and supervisors. Staff members also began working on a handbook for new employee orientation.

The staff's concentrating on leave audits significantly reduced the number of leave errors and reduced the amount paid out in unused compensatory time at the end of the leave year.

The director for operations and a human resources team leader served on the Library-wide HR21 Steering Committee. Both team leaders served on the Human Resources Directorate Restructuring Committee. They also prepared responses to the human resources-specific recommendations of the National Academy of Sciences (NAS) report, *LC21: A Digital Strategy for the Library of Congress*.

The year was one of transition for the Management Information Systems Team. With the migration of the primary development platform from SAS 6.04 under DOS to SAS 6.12 under Windows 95, work continued changing, adapting, and deploying many of the office applications to the new environment. Further examination of automation support for human resources activities was begun, with two possible applications proposed.

PRESERVATION DIRECTORATE

Efforts continued in fiscal 2000 to evaluate the extent to which collections in the custodial divisions meet minimum standards for preservation developed by the Preservation Heritage Assets Working Group, in cooperation with the Collections Security Oversight Committee. The survey process, which was designed to evaluate the extent to which collections are at risk as they are acquired, processed, stored, served, and exhibited, had been applied to eighteen collections by year's end. In 2000, a database was installed to track the survey process and to provide information to manage the design and implementation of preservation control measures during the next phase of the project.

Preservation of Digital Assets. Building on the strategic plan issued by the Library's Digital Futures Group and in response to the NAS report titled *LC21: A Digital Strategy for the Library of Congress*, the Preservation Directorate identified four target projects and a related set of supporting goals to build preservation infrastructure for born-digital materials. The projects, which focus on different types of digital resources (for instance, "e-books," Web sites, or audio-visual data) and which address all of the preservation recommendations cited in the NAS study, involve the participation of both preservation and non-preservation personnel from across the Library. In considering an implementation strategy for an integrated approach to digital preservation, the directorate identified training, emergency preparedness, professional networking, and knowledge building within the Library as essential steps toward building a strong digital preservation program. The directorate took steps to begin action in each of those areas in the upcoming year.

Mass Deacidification. Since the 1970s, the Library has provided international leadership in solving the worldwide problem of deteriorating acidic paper. Fol-

lowing congressional approval of a 1995–1996 initiative to enhance deacidification technology and a 1997 Library proposal to begin scaling up its mass deacidification program, in 2000 Congress approved the Library’s request to make mass deacidification a permanent preservation program activity. Continuing congressional support would make it possible to save millions of books and unbound, paper-based Library materials that are at risk from the acid degradation of paper.

During 2000, the Library focused on selecting deacidification treatment of endangered volumes from collections central to the Library’s mission and from collections in great demand by scholars and public researchers—primarily books devoted to modern, family, and local history. Including nearly 50,000 volumes treated during 2000 (exceeding the contract production goal by 50 percent through the use of no-year funds), the Library has now deacidified more than 300,000 Library books.

Off-Site Library Facilities. During fiscal 2000, significant progress was made toward the completion of module one of a storage facility at Fort Meade, Maryland. The Preservation Directorate advised the AOC on aspects of the design. The directorate also engaged the services of an architectural consultant who worked closely with the AOC to ensure that appropriate preservation measures were integrated into the design and construction of the facility to ensure the best possible storage environment for collections. In addition, a new modular box was designed to store books in the high-density facility.

At the invitation of the Motion Picture, Broadcasting, and Recorded Sound Division, several directorate staff visited the National Audio-Visual Conservation Center at Culpeper, Virginia, to advise on preservation matters, particularly in the area of emergency preparedness and disaster response. To help prepare audiovisual collections for the move to Culpeper, the directorate formed a Preservation and M/B/RS working group to address collection packaging and transportation issues. The group designed and procured three new enclosures for sound recordings, reviewed collection housing needs for moving image materials, and began a survey of paper collections to identify packaging requirements.

Conservation. Members of the Conservation Division trained staff members throughout the Library, with the goal of minimizing collection damage during use. More than sixty staff members in the Collections Management Division were trained in book handling and emergency preparedness. National Digital Library staff members and contractors received training in collection handling. Sixty members of the Prints and Photographs Division were trained in emergency preparedness for graphic arts and photographs.

In January, the division inaugurated the first yearlong advanced internship in preventive conservation sponsored by the LAMPADIA Foundation. The division also hosted the visits of two conservators from Chile, awarded a summer fellowship in photographic conservation, and hosted four advanced interns in book and paper conservation, including two from Italy.

To reduce the effect of environment on collection longevity, staff members in the Conservation Division focused considerable attention on improving the relative humidity and temperature in collections storage areas. The first year of a three-year research initiative to optimize collection storage environments was started with the Image Permanence Institute/Rochester Institute of Technology. The focus in the first year of the project was on the Manuscript Division and the Rare Book and Special Collections Division. The heating and ventilating systems were also assessed and monitored during this first stage of the study.

The staff in the Conservation Division worked closely with the AOC to install a new cold storage vault at the Landover, Maryland, facility. More than 3 million acetate negatives from the *Look Magazine* collection were transferred to the vault with storage conditions that were expected to extend their life eighteenfold. The Conservation Division staff also worked closely with facilities, security, and curatorial personnel to improve storage for 350,000 nitrate flat-film negatives and to provide storage for a new acquisition of motion picture film.

Numerous collections received conservation treatment so they could be safely scanned by the National Digital Library. Items included music scores by American composer Aaron Copland; papers of political philosopher Hannah Arendt; music archives of Edward MacDowell; American Broad-sides; books and papers pertaining to local history of the Chesapeake Bay region; manuscripts related to *I Do Solemnly Swear: Inaugurations from George Washington to William Jefferson Clinton*; a range of materials related to *Pioneer Trails: Overland to Utah and the Pacific, 1847-1869*; material in the Moldenhauer Archives of Music Manuscripts; archives related to *Emile Berliner and the Birth of the Record Industry*; and photographs taken by Ansel Adams at the Manzanar internment camp.

A broad range of stabilizing treatments was applied to items and collections during fiscal 2000 following the "fitness-for-purpose" concept, which applied preservation solutions based on the type of use that an item or collection received or would receive. Chief among the approximately 300,000 items preserved this year were 700 volumes from the personal library of Thomas Jefferson that were conserved in advance of the *Thomas Jefferson* exhibition.

The Conservation Division and the Interpretive Programs Office collaborat-

ed to prepare a diverse range of objects for exhibitions. Chief among those projects was the examination, documentation, and stabilization of Mary Lincoln's two pearl bracelets and necklace before their loan to the Metropolitan Museum of Art for the exhibition *Art and the Empire City*.

Binding and Collections Care. With the assistance of the Congressional Relations Office and the General Counsel's Office, the Binding and Collections Care Division (BCCD) negotiated the severance of a relationship requiring BCCD to work through the Government Printing Office in negotiating and administering the Library's binding contract. Severance of the relationship not only provides a 7 percent savings, but also provides a significant increase in efficiency because BCCD can directly negotiate and award contracts through Contracts and Logistics (C&L) and can more efficiently monitor production goals and payments.

The Library Binding Section served as a test site for developing Library-wide, ILS-supported labeling activities. Following on earlier projects to improve tracking and security of materials, BCCD staff members expedited the receipt, inspection, and delivery to appropriate Library Services units of more than 110 polymer locking book trucks.

Preservation Research and Testing. Research projects completed during fiscal 2000 dealt with a wide range of materials, including paper, pressure-sensitive adhesive labels, audio discs, magnetic tape, and CDs. A new accelerated aging test for paper was developed that not only simulates the natural aging process, but also overcomes deficiencies inherent in currently accepted accelerated aging tests. The new test, which is appreciably less expensive and takes only one-fourth of the time to perform, has the support of the American Society for Testing and Materials and will likely be accepted as one of its standard methods.

The division also carried out research on the spontaneous formation of acids in paper and continued a natural aging study of CDs.

A systematic chemical study of the residues observed on old acetate records was undertaken to develop an effective cleaning solution to replace environmentally unacceptable Freon solvents. An environmentally safe, water-based cleaning solution was devised that offers a more effective and convenient, one-step cleaning solution at a much reduced cost.

As manufacturers of analog magnetic tape dwindled, the Library searched for a replacement that could be relied on to age slowly enough to qualify as an archival medium. In support of this activity, several tape products were subjected to accelerated aging and were compared for their projected long-term stabilities.

Commercially available security strips and cover labels for audiocassettes and videocassettes were evaluated for use in M/B/RS and the Copyright Office. M/B/RS staff members were trained in proper procedures for applying those security strips on VHS and three-quarter-inch format videotapes. The effectiveness of the security strips in the format in which they were applied was also tested for acceptability in the installed KnoGo™ gates.

Label specifications were finalized for application on a wide range of surfaces, and two new specifications were developed, including one specifically for the Copyright Office.

Division staff participated in developing and accepting preservation-related standards with the Audio Engineering Society, the American National Standards Institute, and the Association for Information and Image Management.

Preservation Reformatting. The Preservation Reformatting Division (PRD) initiated a proposal for New Delhi Field Office production of microfilm-positive copies for all selected serial and newspaper titles. PRD coordinated the selection of titles for positive copies for which only master negatives had been received in the past two years. The African/Asian Acquisitions and Overseas Operations Division staff at the Library of Congress and New Delhi, Photoduplication Service (PDS), Budget Office, and PRD established the procedures for work-flow and the financing for this new program.

PRD completed the arrangement and digitizing of *Garden & Forest*, the first full periodical to be mounted on the Library's American Memory Web site. This project was a collaboration between the Library, the University of Michigan, and the Arnold Arboretum at Harvard University.

PRD increased productivity by 50 percent over fiscal 1999, collating 123,246 pages for microfilm orders submitted in fiscal 2000. Much of this work was on arrearage titles (thirty-nine orders) and a backlog of serials in PRD (two orders).

Photoduplication. During 2000, the search continued for a replacement for the PDS management information system. A contract was awarded in May to Client Network Services, Inc. (CNSI), to assist PDS with information technology planning. Deliverables completed by CNSI during 2000 included full documentation of PDS's current operations and an analysis of work-process improvement.

All 217 copiers in the Library were replaced with digital copiers under a single contract awarded to Xerox to improve the quality and to reduce the cost of photocopier equipment to the Library. The administrative copier program (167 machines) was transferred to the Office Systems Support, Integrated Support

Services. PDS continues to manage the reading room copier program, which includes photocopiers, paper, copy card readers, copy card cashiers (equipment used to purchase copy cards), and bill changers.

The year 2000 marked the implementation of two new PDS digital services: scan-on-demand and print-on-demand services. Those services originated with the Geography and Map Division and were expanded to include other collections. PDS continues to provide some preservation microfilming services to the Library, including preparing newspaper-format materials for preservation microfilming for the Law Library, the Asian Division's Near East Section, and the Serial and Government Publications Division's Newspaper Section. In April 2000, PDS established a separate Collections Preparation Unit to prepare serial literature identified in the annual reformatting plan.

During fiscal 2000, PDS focused on its customer service program. An automated call distribution system was installed to manage incoming calls more efficiently and to save customers time and frustration. Stringent quality control of incoming orders sharply reduced the number of delayed photographic orders and produced more consistent delivery times. Systematic and accurate data gathering resulted in better use of staff resources and increased planning effectiveness. A key accounts program was established to monitor and respond to critical accounts of importance to the Library.

U.S. Newspaper Program. The National Endowment for the Humanities (NEH) announced a grant to the U.S. Newspaper Program (USNP) totaling \$2.9 million in fiscal 2000 to fund projects in Arizona, California, Connecticut, Illinois, Michigan, New York, Tennessee, and Vermont. In addition, active projects continued in the District of Columbia, Florida, Maine, Nebraska, Oregon, South Dakota, and Texas. To date, NEH has provided more than \$44 million to USNP projects, with an additional \$18 million contributed from state and private sources. The USNP coordinator conducted site visits to projects in California, Illinois, Maine, Michigan, Oregon, Virginia, and Vermont during fiscal 2000.

The USNP coordinator served as a member of the task force charged with developing a funding proposal to create the International Coalition on Newspapers (ICON) and later served as a member of ICON's Steering Committee. ICON was a coordinating agency for cooperative preservation and access projects directed toward foreign newspaper collections in research libraries.

**PUBLIC SERVICE COLLECTIONS
DIRECTORATE**

Arrearage Reduction. The Public Service Collections Directorate made significant progress in arrearage reduction in fiscal 2000, reducing its arrearages by 1,118,915 items. The American Folklife Center completed the processing of the Art Rosenbaum/Georgia Folklore Collection (236 items) and the Vance Randolph Collection, which documents aspects of Ozark life in the early 1940s (18,216 items).

The Geography and Map Division eliminated a backlog of 2,500 nautical charts and, with assistance from the Regional and Cooperative Cataloging Division, cleared an Arabic language map series consisting of 845 sheets. A total of 15,508 maps were controlled by 7,603 bibliographic records, and 1,168 atlases were controlled by 1,072 records.

The Manuscript Division Preparation Section cleared 1,247,749 items from the Library's arrearage. Among the notable processing projects completed were the records of the academic honor society Phi Beta Kappa (65,000 items) and the personal papers of Supreme Court Justice Harry A. Blackmun (455,000 items). Also processed were additions to the papers of Supreme Court Justice Arthur J. Goldberg (20,000 items) and physicist Glenn Theodore Seaborg (18,019 items).

The Moving Image Section of M/B/RS cleared from the arrearage 11,662 items received through copyright deposit, plus 4,985 other items received from the motion picture and magnetic materials preservation labs. The Recorded Sound Section cleared 32,536 records from arrearage. All Berliner Gramophone discs, which represent some of the oldest and rarest sound recordings in existence, were cataloged in the ILS this year. A participant in the Junior Fellows Program processed an important paper file donated to the Library by Columbia Records in 1970, making this collection accessible for the first time.

For the first time since 1970, the Prints and Photographs Division arrearage dropped below 5 million items to 4,611,952. The number of images processed was 905,748—a record for a single year. The Serial and Government Publications Division cleared 26,429 items from division arrearages and microfilmed 1,887,778 pages of newspapers and periodicals.

Gifts to the Nation. During the year, the Library acquired materials through the Bicentennial Gifts to the Nation program and through other methods of gift and purchase. Through the Gifts to the Nation program, the Children's Literature Center acquired an eighteenth-century silver hornbook. The Music Division acquired the archives of ballet choreographer Bronislava Nijinska



This seventeenth-century Persian celestial globe is a "Gift to the Nation" from the James Madison Council.

(532,000 items). The Geography and Map Division acquired six manuscript maps drawn in the field for General Lafayette during the American Revolutionary War; more than 100 finely drawn eighteenth- and nineteenth-century manuscript maps and surveys of large tracts of land in New York State; and John Filson's *This Map of Kentucke*, 1784, the first edition of the first map of Kentucky.

Among the manuscript items donated or purchased on behalf of the Library were the papers of Supreme Court Justice Harry A. Blackmun and Federal Judges Robert Bork and Frank M. Johnson; individual letters from Presidents Thomas Jefferson and George Washington, Confederate General Thomas "Stonewall" Jackson, and Congressman Ebenezer Sage; A. E. Hotchner's collection of Ernest Hemingway papers; Edna St. Vincent Millay's love letters to editor George Dillon; L. Frank Baum's manuscript of *Glinda of Oz*; the manuscript journal

of revolutionary merchant Josiah Smith; records of the Pinkerton Detective Agency; and microfilm reproductions of the original Communist Party of America records held in Russia.

The Prints and Photographs Division acquired the following: the Kenneth Walker Collection of architectural drawings; three masterpieces of Americana by Arthur Szyk (1894–1951); the Warren and Margot Coville Collection of The Clarence H. White School of Photography; the Kent and Marcia Minichiello Collection of Environmental Photography; and 150 original cartoon drawings by *Blondie* creator Chic Young.

The Rare Book and Special Collections Division, through the generosity of the Madison Council, undertook the reconstruction of Thomas Jefferson's library—the 6,487 books that Jefferson sold to Congress after the British burned the Library in the U.S. Capitol in 1814.

Other acquisitions. In other key acquisitions, the American Folklife Center acquired a copy of the entire Art Rosenbaum/Georgia Folk Music Collection from the University of Georgia; additions to the Joel M. Halpern collection of ethnographic materials on Serbia and Laos; and ethnomusicologist Karl Signell's collection of documentation about traditional music of Greece, Iran, Iraq, Israel, Japan, Korea, Lebanon, Thailand, Turkey, and the United States.

The Children's Literature Center acquired a collection of Soviet children's

books published between 1924 and 1939, as well as the archive of the late children's book editor Grace Hogarth.

The Geography and Map Division purchased a Soviet/Russian military topographic map series of Cuba, Iran, Turkey, and the United States, totaling 5,061 sheets. This purchase was part of continuing efforts to document the mapping activities of the Soviet/Russian military and to provide coverage for areas that are not well represented by or readily available from non-Russian sources.

The Manuscript Division accessioned approximately 784,000 items in fiscal 2000. The number of collections or accessions increased nearly 27 percent from 152 accessions in fiscal 1999 to 193 accessions in fiscal 2000. Of those, 45 were microfilm collections, and 148 consisted of original materials. Among the notable receipts were the Civil War letters of the Tilton Family of New York (200 items); the papers of cabinet officials Elliot L. Richardson (75,000 items) and Clark M. Clifford (14,200 items); the papers of presidential advisers August Heckscher (18,000 items), Sol M. Linowitz (99,000 items), and Louis Martin (4,750 items); and the papers of architect I. M. Pei (54,677 items). The division acquired the papers of animal rights activist Henry Spira (120,000 items), those of army officer Roscoe Robinson (13,500 items), and those of foreign service officer Mary Vance Trent (9,000 items).

The Recorded Sound Section of M/B/RS began capturing audio-related Web sites. The Moving Image Section acquired the Fox Movietone newsreel collection; the Bob Hope collection of 450 videocassette copies of his television series and specials; and the Embassy of the Czech Republic film collection, consisting of more than eighty 16mm prints (and some 35mm) of films produced in Czechoslovakia from the 1950s through the Glasnost period.

Gifts to the Music Division included the Mario Castelnuovo-Tedesco Collection (10,600 items), additions to the Elizabeth Sprague Coolidge Collection (2,000 items), the Alexandra Danilova Collection (5,698 items), the Antoinette Handy Collection (12,200 items), the Louis Kaufman Collection (10,000 items), the Shelly Manne Collection (10,102 items), the Tommy Newsom Collection (7,500 items), and the Maud Powell Collection (10,050 items). Through purchase, the division obtained the copyist's manuscript of the full score of Gaetano Donizetti's *Betty*.

The Serial and Government Publications Division purchased ProQuest Direct, which gives Library-wide access over the Internet to six major electronic databases that provide citations, abstracts, and some full-text from more than 5,000 current serial publications, including more than 500 newspapers.

Off-Site Storage. Construction of the first module and office areas for the off-

site storage facility began late in fiscal 2000. The facility, located in Fort Meade, Maryland, was scheduled to be completed in late March 2001, with collections transfer to begin within sixty days after the completion date. Equipment requirements were developed, and much of the equipment was ordered, including the forklifts, storage boxes, a warehouse management system to track collections transferred, and a conveyor belt system. Design of the Fort Meade processing and office areas was completed.

The Motion Picture, Broadcasting, and Recorded Sound Division moved forward with planning for the National Audio-Visual Conservation Center in Culpeper, Virginia. The division completed a requirements document and conceptual design for a digital repository to serve audiovisual collections. In parallel with the general planning, a series of technical feasibility tests established proof-of-concept procedures for digitizing content and capturing metadata.

Collections Security. The Collections Management Division (CMD) Collections Maintenance Section installed book theft detection targets in 539,283 volumes in the general collections and incoming materials in the Copyright Office. Since 1992, targets have been installed in 7,108,505 collection items or 60 percent of the general collections. The chief of CMD served on the Library-wide Collections Security Oversight Committee (CSOC) and cochaired the Coordinating Committee on Collections Inventory Management. The division coordinated the production and distribution of bar-code labels for item-level tracking. Approximately 1 million bar-code labels were produced and distributed to various Library units during the fiscal year. In addition, the staff began affixing bar-code labels to incoming materials in the Copyright Office. The new, expanded reader registration station opened in the Madison Building, becoming the only station to support reader registration for reading rooms in all three buildings.

The staff in the Loan Division lent or photocopied 172,839 items in fiscal 2000, including all categories of loans. This figure represents a 30 percent decrease from fiscal 1999, primarily because assignments to Library work units were handled as location changes in the catalog record rather than as circulation charges. Actual loans remained within 5 percent of 1999's numbers. Inventory records were created for 50,147 items, either as part of the checkout process or to complete the inventory of material intended for Fort Meade storage, and 47,768 records were updated. The division suspended issuance of overdue notices until the ILS patron data files could be reloaded to correct address problems and add e-mail addresses for Library staff members.

In the Manuscript Division, nineteen new surveillance cameras and recording equipment were installed in the reading room. Security personnel intercepted ten documents being carried out of the reading room. The reading room acquired a new, secure cart for transporting material to and from off-site storage in Landover, Maryland.

M/B/RS acquired a laser turntable to play LPs and 78-rpm discs for the public. That machine, which reads grooves without any physical contact, will help conserve the collections used for playback. Security cameras were installed throughout the Motion Picture and Television Reading Room. The security of the nitrate storage vault in Suitland, Maryland, was substantially upgraded, with the cooperation of the General Services Administration, to allow the continued use of that facility as a temporary storage site for nitrate film materials until completion of the National Audio-Visual Conservation Center.

With the addition of electronic security card readers to the eighteenth-century newspaper room, all storage areas for the Serial and Government Publication Division collections were brought under electronic key card control, as was the Technical Reports and Standards area of the Science, Technology, and Business Division, giving access only to authorized staff members.

Integrated Library System Implementation. The Geography and Map Division (G&M) began discussions in January with the National Imagery and Mapping Agency (NIMA) regarding cooperative cataloging between NIMA and the Library. NIMA also purchased the Endeavor ILS. Test records for two map series were imported from NIMA, and G&M began to assess the potential benefit to the Library.

The Loan Division encouraged congressional use of a Web e-mail form for loan requests.

Manuscript Division staff members continued to affix bar codes to microfilm reels requested on interlibrary loan, and they began systematically creating item-level records for each box and reel associated with collection-level records.

The Recorded Sound Processing Unit of M/B/RS began to create records in the ILS for every item sent to the M/B/RS Recording Laboratory for preservation. Laboratory staff members augmented those records with content information directly in the ILS. In many cases, significant details of the content of those collections were unknown before the recordings were auditioned by engineers during preservation. This use of the ILS significantly streamlined cataloging of preserved collections and eliminated double keying.

The Prints and Photographs Division implemented a pilot project using the ILS Circulation Module for tracking items during the exhibit loan process.

This project represented the first use of the ILS for internal tracking of gold, nonbook collections. This successful implementation of item-level tracking eliminated three of the twelve high-risk security factors identified in the division's 1998 security audit.

The Serial and Government Publications Division, working with the Serial Record Division, established a uniform format to record summary newspaper holdings in the ILS. Those updated holdings records were also copied into the USNP's OCLC Union List database.

American Folklife Center. On October 6, the American Folklife Center held a reception in the Madison Gallery of the Madison Building to thank Senator Thad Cochran (R-Miss.), Senator Ted Stevens (R-Alaska), Representative William Thomas (R-Calif.), and Representative David Obey (D-Wis.) for the support they provided the center. Their support included permanent authorization of the center, which was signed into law on October 21, 1999. A joint proposal from the Smithsonian Institution and the Library of Congress's American Folklife Center obtained a grant of \$750,000 to preserve and provide access to the historic sound recordings housed at the two institutions. The grant was part of the White House Millennium Council's "Save America's Treasures" program administered by the National Park Service. The two institutions have two years to raise matching funds, and fund-raising efforts were under way to identify both individual and corporate sponsors and donors.

Other Activities. Congressional loan requests remained stable. More than three-quarters of the 29,276 requests that were received by the Loan Division during the year were filled and delivered within twenty-four hours. Loan requests from U.S. and foreign libraries totaled 52,800, a decrease of 3.8 percent from fiscal 1999. OCLC libraries made up 77 percent of requests, and RLIN made up just over 15 percent. The rest came by regular mail, e-mail, and fax. An e-mail request form was installed within the Library of Congress's Web site that allowed any library with Internet access to place an electronic request. The division provided expedited loan services to the Smithsonian Institution as well as loans and photocopies to foreign libraries on a cost-recovery basis using the OCLC Interlibrary Loan Fee Management (IFM) system as the reimbursement tool. In fiscal 2000, the division filled 1,490 loan requests, earning \$31,146 in IFM credits, which reduced the Library's overall cost of services from OCLC dollar for dollar. Requests from foreign libraries increased 24 percent to a total of 3,076.

In a continuing effort to make patrons aware of rights information associated with specific collections and images, "Rights and Restrictions Information"

statements for more than seventy collections were made available online to the public on the Prints and Photographs Division's Web page. Several additional reference aids, illustrated with digital images as available, were brought online this year, including the popular list of "African Americans in the Civil War" and an introduction to the division's Native American holdings titled "Overview: Images of Indians of North America."

Efforts continued to focus attention on the Prints and Photographs Division's Native American collections. The division continued its contributions to the American Memory Web site by significantly expanding the popular online collections of the Historic American Buildings Survey/Historic American Engineering Record and by providing pictures for more than twenty smaller collections. The expansion added 800,000 digital file images in a single year. Prints and Photographs projects have now provided 40 percent of American Memory's goal of 5 million digitized items. The division's Works Progress Administration (WPA) posters were the subject of a newly released National Digital Library site titled "By the People, For the People: Posters from the WPA, 1936-1943."

The Collections Management Division continued to be challenged by a lack of collections space. As a short-term solution, approximately 68,000 volumes were relocated to an overflow area to remove them from the floor throughout the stacks. Individual records were updated in the ILS for 25,700 volumes. The remaining items relocated were blocks of materials from congested areas. Relocation of the Federal Theater Project Collection eliminated almost all remaining space in the Music Division stacks; attempts were made to consolidate unprocessed collections at the Landover, Maryland, facility.